



# Evaluation FAQs for Health Care Homes patients

## What is the purpose of the Health Care Homes' evaluation?

The evaluation will look at:

- changes in the way Health Care Home practices deliver health care to their patients - that's you
- your experience and any changes the Health Care Homes program has made to your health
- the suitability of Health Care Homes for national rollout

## Who is conducting the evaluation?

The Department of Health has contracted an independent organisation, Health Policy Analysis (HPA), to undertake the evaluation. HPA are working with experts from the University of New South Wales (UNSW) and the University of Technology (UTS).

## Why should I take part in the evaluation?

Your experience matters. The evaluation team wants to learn about your experience as a patient in the Health Care Homes program. Information you provide will help shape the program to better meet the needs of Australians living with chronic illness.

## What will I be asked to do?

Not everyone who enrolls in the Health Care Homes program will be involved in the evaluation activities. Through random selection you might be invited to take part in one or more of the following:

- an online or telephone survey
- a face-to-face focus group
- an interview.

Interviews and focus groups will run in 10-12 locations and will involve a total of about 200 patients, carers and family members.

Surveys will be available in six languages other than English (Greek, Italian, Arabic, Traditional Chinese, Simplified Chinese and Tamil). This will ensure the evaluation includes the experiences of a diverse range of individuals.



### How often will I be asked to take part?

Two rounds of surveys, interviews and focus groups will occur. The first set of surveys, interviews and focus groups will be between November 2017 and October 2018. The second round will be between November 2018 and October 2019.

### What sort of questions will I be asked?

The evaluation team want to learn about your experience in the Health Care Homes program. They might ask you questions about:

- how your treatment has changed during the time you've been a part of the program
- whether your experience in the program has met your expectations
- any changes you would suggest for the program in the future.

Surveys will also include some questions about yourself which will help interpret the results.

### Is any of my other information being used for the evaluation?

Data that will help the evaluation team look at differences between Health Care Home patients and non-Health Care Home patients and their experiences and treatment will be used in the evaluation.

This includes information collected through government systems such as:

- the Medicare Benefits Schedule
- the Pharmaceutical Benefits Scheme
- hospital systems
- aged care system.

All this data will be **de-identified**. This means it doesn't include any of your personal information, like your name, address or date of birth. It can't be used to identify you or be connected to you as an individual.

### What will my Health Care Home tell the Evaluator about me?

Your Health Care Home practice will give your name and contact details to the evaluation team via a secure website. They are only providing this information so that the evaluation team can invite you to take part in surveys, interviews and focus groups. The evaluation team won't use this information for any other purpose.



If you don't want to be contacted about these activities, all you have to do is tell your practice.

Your practice will also provide **de-identified** information about your visits to the evaluation team. The information will not include any personal or identifying details such as your name, date of birth or address. The information can't be used to identify you or be connected to you as an individual.

If you don't want this information shared with the evaluation team, please speak to your practice.

### **Will the evaluation team tell my Health Care Home anything about me?**

The evaluation team will only provide summary information that does not identify you (or anyone else) to your Health Care Home. For example, they may provide information on the number of patients with a disease who have had tests to monitor their condition.

### **How will my privacy be maintained?**

There are a few different ways that your privacy is being maintained.

The evaluation team will only be given your name and contact details. It will only be used to invite you to take part in evaluation activities (such as surveys, focus groups and interviews). They won't have any other personal information about you. The information will be received via a secure website.

When you enrol, your practice will ask you if it's okay for them to provide this information to the evaluation team. If you don't want to take part in the evaluation activities, please let your practice know when you enrol.

Your name won't be connected to any of the other data being used in the evaluation, including your response to evaluation activities.

All other data being used for the evaluation is de-identified and cannot be linked to you as an individual.

For more information about privacy go to: **Who can access my data? Where is my data stored?**



### Who can access my data?

Access to your information and de-identified data is limited. Only individuals who have been approved by the Department of Health's Human Research Ethics Committee are able to access your data. This means that only specified researchers and analysts from HPA, UNSW and UTS have access to the data.

Your personal information will only be accessed to invite you to take part in surveys, interviews or focus groups. The evaluation team is working with the Australian National University's Social Research Centre to conduct telephone interviews. Interviewers from there may contact you for surveys. Surveys will be available in six languages other than English (Greek, Italian, Arabic, Traditional Chinese, Simplified Chinese and Tamil).

Members of the evaluation team may contact you to invite you to participate in a face-to-face interview or focus group.

### Where is my data stored?

Data will be stored on the Secure Unified Research Environment (SURE) at the SAX institute. The SAX Institute is an independent, non-profit organisation set up for researchers. The SURE facility is a secure place for researchers to store and analyse data. The security controls in SURE meet industry standards and users have to undergo training before they are granted access.

### Has this evaluation project been approved?

The evaluators received ethics approval on 20 September 2017 from the Department of Health's Human Research Ethics Committee to undertake the evaluation of Health Care Homes [Project 04-2017]. In September 2018, ethical oversight for the evaluation was transferred to the ACT Health Human Research Ethics Committee.

The evaluators will also be seeking ethics approval from Indigenous specific human research ethics committees for focus groups and interviews occurring in areas with high Aboriginal and Torres Strait Islander populations.

### Can I access the information I provide to the Evaluators?

No. Even though the evaluation team has your personal information it is being kept separate to your responses to surveys, focus groups and interviews. Since your responses will be anonymous, the evaluation team won't be able to provide your information back to you.



### **What happens if I withdraw from the Health Care Homes program?**

If you withdraw from the Health Care Homes program you will be asked to complete an exit survey.

After that, you won't be invited to take part in any further evaluation activities. Any information you've already provided to the evaluation team will remain a part of the evaluation. This is because responses to surveys, focus groups and interviews are anonymous and other data being used is de-identified.

### **Are there any costs involved with participating in the evaluation?**

No, there are no costs involved in participating in the evaluation.

### **What if I don't want to take part in the evaluation?**

It is your choice whether you take part in the evaluation activities. Your decision will not affect the health care provided to you in any way.

### **How will I find out the outcome of the evaluation?**

Evaluation results and lessons learned will be used to improve the Health Care Home model in the future.

### **Where can I learn more about the Health Care Homes program and evaluation?**

Go to the [Health Care Homes for consumers'](#) page.

### **What if I have a complaint about the evaluation?**

If you have any questions or wish to make a complaint about the Health Care Homes program please discuss these with your practice.

If they are unable to address your concerns, please contact the department on 1800 290 637 or [healthcarehomes@health.gov.au](mailto:healthcarehomes@health.gov.au).